

<p style="text-align: center;"><b>SHD Paraphrased Regulations - Food Stamps</b></p> <p><b>310 Coupon Issuance Replacement</b></p>
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**310-1**

The county is responsible for the timely and accurate issuance of coupons to certified eligible households. FS benefits are to be timely distributed in the correct amounts. (§63-601.1)

**310-5**

Counties shall issue replacement authorization documents (e.g., ATPs) when the documents were not received in the mail, stolen from the mail, stolen after receipt, destroyed in a household misfortune or disaster, or improperly manufactured or mutilated. (§63-603.111)

Authorization documents lost or misplaced after receipt, or destroyed other than in a household misfortune or disaster, are not replaceable. (§§63-603.122 and .123)

The household must report the loss timely for replacement to occur. This requires a replacement request, orally or in writing (and if appropriate, an affidavit as specified in §63-603.3) within 10 days of the loss for stolen or destroyed authorization documents, or within the validity period of the original issuance for authorization documents stolen from or not received in the mail. (§63-603.153)

**310-6**

Coupons may be replaced if they were not received in the mail, stolen from the mail, destroyed in a household misfortune or disaster, or mutilated or improperly manufactured. (§63-603.112)

There shall be no replacement of coupons which were lost, stolen or misplaced after receipt; were totally destroyed after receipt in other than a household misfortune or disaster; were lost or stolen in the mail after being sent registered or certified mail, and signed for by someone residing with or visiting the household; or were issued as part of emergency FS assistance. (§63-603.12)

**310-7**

In an automated direct access system using an access device, replacement of benefits may be appropriate when the initial access device is not received in, or is stolen from, the mail, or when it is stolen after receipt. (§63-603.115)

No replacement is appropriate when the access device reported lost, misplaced or totally destroyed after receipt is used to transact benefits authorized for the period for which replacement benefits are requested. (§63-603.126)

**310-8**

A replacement issuance or authorization shall be provided only if a household timely reports a loss orally or in writing and provides an affidavit as specified in §63-603.3. A timely request is one that is made to the county within 10 days of the loss, or in a mail or direct access issuance system, is requested within the validity period covered by the initial issuance or authorization. (§63-603.15)

Unless the original authorization document or allotment has been returned to the county at the time of the request, or the document or coupons were mutilated or improperly manufactured, a member of the household must sign an affidavit attesting to the

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household's loss. The county shall immediately provide the affidavit to the household and the signed affidavit shall be received by the county within 10 days of the date of the report or no replacement shall be made. If the 10th day falls on a weekend or holiday, the affidavit shall be considered timely if received by the following day. (§63-603.3)

**310-9**

The FS program requires fingerprint/photo imaging of each eligible adult household member prior to the issuance of food stamps. A minor applying as a separate household must also comply with these requirements. When the household has an authorized representative (AR) and none of the adults in the household is required or able to comply with the imaging requirements, the AR must comply with those requirements. (§§63-601.12 and .14; All-County Letter No. 00-32, May 11, 2000, Question 1)

**312-1**

Federal regulations state that the state agency shall provide a household certified for program participation under an alternative benefit issuance system after the twentieth of the month the opportunity to obtain its allotment for at least 20 calendar days or until the end of the next issuance month. (7 Code of Federal Regulations §274.3(e)(1) effective February 15, 1989) This was implemented by CDSS effective April 1, 1990. (All-County Information Notice (ACIN) No. I-15-90, March 6, 1990, and I-31-90, May 15, 1990; §63-602.312)

**316-1**

An on-line Electronic Benefit Transfer (EBT) is an issuance system in which benefits [food stamps or cash benefits] are stored in a central computer database and electronically accessed by cardholders at a POS terminal, ATM, or other electronic transfer fund device using a reusable plastic card. (Handbook §16-001.1, eff. May 1, 2002)

**316-2**

Counties shall use the EBT system to issue FS and CFAP benefits. Counties may use the EBT system to issue CalWORKs payments, or other benefits with CDSS approval. (§§16-001.2, .3, eff. May 1, 2002)

**316-3**

Counties shall ensure EBT issued benefits are available to the recipient in compliance with benefit issuance time frames established by the benefit program regulations, e.g., an FS household entitled to expedited service shall receive FS benefits in accord with §63-301.531. (§16-215.1)

**316-4**

The county shall immediately provide the EBT cardholder with the toll-free number to call to report a lost or stolen EBT card. (§16-515.1) The county shall provide a replacement EBT card within three business days following a cardholder's request to the county for an EBT replacement card. (§16-517.1)

**316-5**

FS recipients may repay overissuances from their EBT account. (§16-750.1) Normally, written permission from the recipient must be obtained. (§16-750.111) Any written agreement must include a statement that the collection is strictly voluntary; the amount

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of the payment; the frequency and length of the payment; and that the household may revoke the agreement at any time. (§16-750.15)